

**NOVA Help Desk Roles and Responsibilities
and
Call Routing**

Updated: 3/25/2010

ES&S Helpdesk:
1-800-353-2832
helpdesk@essvote.com

NOVA/ES&S/ PPEE Software Related Issues:

Most PowerProfile issues, Any Report issues, Any Citrix Issues, Agency Match questions, Duplicate Match questions, How to setup an Election, How to run a PSR, How to export a PSR report, How to print labels, How to set the NVRA flag, iPower questions, How to scan in signatures from voter applications, How to scan in documents and attach them to a voter's record, Need to add a printer to screwdrivers, New Citrix ID's and Passwords, Reset Citrix Passwords

ARSOS NOVA Helpdesk:
1-800-247-3312
justin.clay@sos.arkansas.gov

Hardware Related Issues:

PC will not boot up, PC keeps rebooting, Monitor will not come on, Network Hub lights are not on, CD Drive issues, Desktop icons, Network cable issues, Some piece of hardware is making noise,

All Other Software Related Issues:

Can't bring up the Citrix login screen, Can't connect to the internet, Any Browser 404 error, Microsoft Office software, Open Office software, Virus issues, Virus Software not updating, Virus Software needs updating, www.arkansasclerks.com email is not working

Misc. Issues:

Reset PowerProfile passwords, PowerProfile parameter issues, NVRA Card Stock questions, General NVRA questions, Request for Statewide Voter CD's, DMV signatures issues, DMV Report issues, Hardware requests, Felon questions

ARSOS staff

Elections

Justin Clay / Fletcher Allen

ARSOS NOVA calls will route through the 1-800 number to Justin or Fletcher. They will address the issues under the SOS NOVA Helpdesk section above or will route you to the appropriate SOS IT personnel to assist you.

IT

Cecil Davis / Vipin Nischal/ John Wilfong / Courtney Baum / Sherry Johnson / Steve Poteet / Chris Abbot

****If unsure who to contact regarding your specific issue, please contact the ARSOS NOVA Helpdesk @ 1-800-247-3312.***